Survey Summary Graphs for
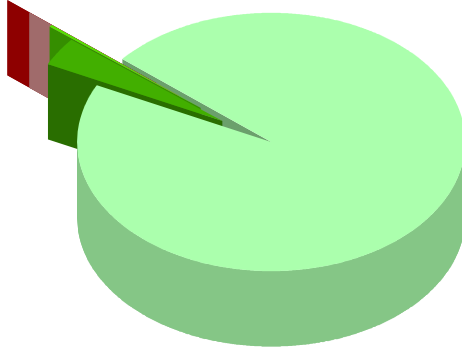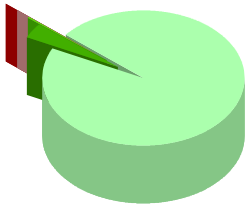# Information Technology Dept.

January 1, 2009 through December 31, 2009

Overall Experience
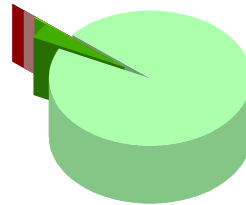
Assumed Very Satisfied	32880	96.2%
Very Satisfied	1211	3.5%
Satisfied	55	0.2%
Dissatisfied	18	0.1%
Very Dissatisfied	16	0.0%
Total:	34180	100.0%

Positive Feedback...	34,146	99.9%
Negative Feedback...	34	0.1%
Total:	34,180	100.0%

Courtesy & Professionalism

Assumed Very Satisfied	32,880	96.2%
Very Satisfied	1,236	3.6%
Satisfied	53	0.2%
Dissatisfied	7	0.0%
Very Dissatisfied	4	0.0%
Total:	34,180	100.0%

Positive Feedback...	34,169	100.0%
Negative Feedback...	11	0.0%
Total:	34,180	100.0%

Skills & Knowledge

Assumed Very Satisfied	32,884	96.2%
Very Satisfied	1,208	3.5%
Satisfied	65	0.2%
Dissatisfied	11	0.0%
Very Dissatisfied	12	0.0%
Total:	34,180	100.0%

Positive Feedback...	34,157	99.9%
Negative Feedback...	23	0.1%
Total:	34,180	100.0%

Quality of Work
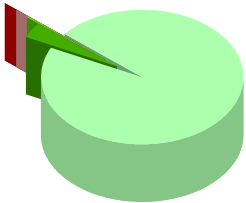
Assumed Very Satisfied	32,883	96.2%
Very Satisfied	1,210	3.5%
Satisfied	58	0.2%
Dissatisfied	16	0.0%
Very Dissatisfied	13	0.0%
Total:	34,180	100.0%

Positive Feedback...	34,151	99.9%
Negative Feedback...	29	0.1%
Total:	34,180	100.0%

Timeliness of Work
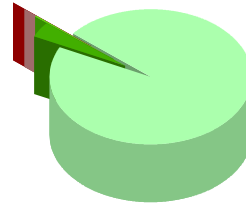
Assumed Very Satisfied	32,882	96.2%
Very Satisfied	1,206	3.5%
Satisfied	57	0.2%
Dissatisfied	21	0.1%
Very Dissatisfied	14	0.0%
Total:	34,180	100.0%

Positive Feedback...	34,145	99.9%
Negative Feedback...	35	0.1%
Total:	34,180	100.0%

Disclaimer: This report only looks at closed requests for the period shown above. Customers are told throughout the request process that ITD will assume they are "Very Satisfied" unless specific feedback is provided .